



November 2008

Volume 4 / Issue 6

Nebraska Featured in Distance Learning Magazine

An article spotlighting the "Construction of the 39th Statewide Network, The Story of Network Nebraska" is featured in the November 3, 2008 edition of the USDLA Distance Learning Magazine. The article focuses on the challenges associated with the project and the compromise and collaboration required to implement it. Use the link below to access the article.

www.networknebraska.net

Honorable Mention

Bob Howard from the Network Services Team within the OCIO recently accepted an Honorable Mention at the Annual GCN (Government Computer News magazine) awards for our Mobile Disaster Recovery Communications System (our mobile DR trailer). Out of 100 nominees, there were 10 Awards and 10 Honorable Mentions presented. Congratulations Bob for your work on this trailer and this award!



Bob Howard

Exchange Migration

It has been a year since the Office of the CIO began the migration of email accounts to one Exchange environment. As our customers, we appreciate all of the support, assistance and great ideas we have received from you and your staff as we have migrated. We want to share with you some information of what we have seen and experienced over the last year to let you know the progress the State of Nebraska has made. Thank you for your participation. Jayne Scofield, IT Administrator, Network Services

TEAM MEMBERS:

- Stan Schmidt, Project Manager
- Jason Meyer, Rose Splittgerber, David Wiens, Kevin Waechter, Nancy Taylor, Dean Jeffrey, Karthik Chitti and Rohit Patel

PROGRESS MADE:

- Our first migration was in October 2007. We had 12 people working from 5:00 p.m. till 2:30 a.m. We migrated 45 mailboxes for the Office of the CIO. We consumed 10 liters of soda, 100 wings, too many chips, dip, candy, and salsa.
- One year later, October 2008 we had 8 people working from 5:00 p.m. till 7:30 p.m. We migrated 515 mailboxes for the Department of Health and Human Services. We consumed 0 liters of soda, no wings, chips, dip, candy, or salsa. The success here is mostly related to automating many of the manual processes. This was completed over the December 2007 to February 2008 timeframe.
- We currently have 10,500+ state employees migrated to the new enterprise Exchange email.
- Our first migrations took 15 minutes per mailboxes. We now average 15 seconds per mailbox.
- We currently have 321 mobile devices communicating with the Exchange servers.
- We currently have 50 accounts left on the OCIO Lotus Notes server, 99 accounts left on the Exchange 2003 server, and 45 accounts left on the World Client server.
- We have currently migrated people from the following email systems: Exchange 2000, Exchange 2003, Yahoo mail, G mail, Road Runner, World Client, numerous POP3, and (11) Lotus Notes environments.

FUN FACTS:

- We are 70% complete with mailboxes and 85% complete with agencies.
- There are 242 resources migrated.
- There are 2,866 Distribution Lists migrated.
- Our largest one night migration was June 27, 2008 when we migrated 2,014 mailboxes for the Department of Roads.
- One individual we migrated had calendar entries scheduled through December 7, 2098.
- One individual we migrated had 18,000 calendar entries.

- One individual we migrated had more than 17,000 objects in their Deleted Items folder.
- We average about 7,000 concurrent connections during normal business hours and this dips to just below 2000 connections during non-business hours. Of these 7,000 connections, approximately 500 are OWA users. We have about 15 OWA users connected during non-business hours.
- We currently average 140,000 e-mails delivered to @nebraska.gov accounts per day.
- We currently average 10,000 e-mails sent out of the Exchange 2007 environment per day.
- We currently average 12,000 e-mails coming into the Exchange 2007 environment per day.
- We currently average 235 SPAM blocked per day.
- Over the last year we have 99.897% of uptime consisting of 10 scheduled downtimes and 12 unscheduled downtimes. It has currently been 134 days since our last unscheduled downtime.
- Since May of 2007 we have had approximately 13.7 million e-mails go through the system.
- Since October of 2007 we have received approximately 3,476 Help Desk tickets and 3,462 or 99.6% are currently closed.

And last but not least, during this past year, as team members we have 1 new daughter, 1 new daughter-in-law, 2 new grandchildren and one motorcycle wreck.

NOTICE OF RATE CHANGES

Great Plains Communications, Inc. will increase basic local telephone rates for business customers effective November 2008. The increase will be effective in all of Great Plains Communications communities. The basic local telephone service rate increase is as follows:

	Current	Proposed
Business lines and Key system lines	\$27.50	\$29.95

If you have any questions, please call our office at 402-471-2761.

NOTICE OF RATE CHANGES

Windstream Nebraska, Inc will increase basic local telephone rates for its business customers effective August 2008. The increases will be effective in all of Windstream's Nebraska exchanges. The basic local telephone service rate increases are as follows:

	Current	Proposed
Business and Key system lines	\$27.50	\$29.99
Incoming only business line	\$26.75	\$28.99

If you have any questions, please call our office at 402-471-2761.

Computer Based Training

For \$75.00 per user you get unlimited access to over 3,000 courses until December 31, 2008. Certification prep materials and mentoring are available on a variety of topics.

To put this in perspective – no one is offering classroom training at \$75.00 per person. The SkillPort catalog contains courses on all active Microsoft suites in addition to other end user topics. A large number of IT professional and business development (management, communication, etc.) courses are available. Most courses are equipped with audio and some simulation.

Use the URL below to see what's available in the SkillSoft catalog
<http://www.skillport.com/catalog/default.asp>

To learn more or to sign up contact Judy at, 402/471-7732 or judy.davidson-whitehead@nebraska.gov

Attention: Current CBT users. Due to the low numbers of users the contract for the CBT application will not be renewed for 2009.

Computer Training Lab

Need a place to hold your computer or online training classes? The OCIO training lab is available for \$300.00 per day (half day rates are also available). The lab contains 12 student stations, plus an instructor's station and a projector. Assistance with loading training software or other setup needs are available at an additional charge. The training lab is located in the lower level of the Nebraska State Office Building.

Is classroom training on applications such as Word 2007, Excel 2007, etc. held in the training lab? Application training courses can be scheduled by request. There are minimum student requirements that must be met in order for classes to run and be cost effective. Local vendors are used to facilitate the classes. We have found that public offered courses by vendors are more likely to run and pricing is fairly reasonable. Local vendors offer discounts to State groups.

Contact Judy at 402-471-7732 or judy.davidson-whitehead@nebraska.gov for more information.